

TITLE: Administrative Manager

WS-ADM/3

DEPARTMENT: Water System-Administration, Fayette County

JOB SUMMARY: This position is responsible for supervising customer service, billing, and meter reading operations.

MAJOR DUTIES:

- o Supervises and directs the administrative staff of the Water System, including billing, customer service, and meter reading.
- o Directs, assigns, supervises, and evaluates personnel.
- o Conducts staff meetings and training sessions.
- o Assists Water System Director with the coordination of Water System operations; attends meetings; assists in the preparation and management of the annual budget assists in the preparation and management of the annual audit; represents the Water System on various committees.
- o Serves as clerk to the Water Committee; records and transcribes minutes, schedules meetings, plans agendas, and prepares Board of Commissioner's agenda packages; documents and maintains records of the Water Committee; advertises and attends bid openings.
- o Responds to requests for information; maintains Water System files and records; processes and monitors sewer payments; creates spreadsheets and reports from utility billing data; tracks readings and usage; processes special payments; compiles statistical information; responds to surveys; responds to customer complaints; researches budget, accounts payable, and purchase order information.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of accounting, billing, customer service, and meter reading operations.
- o Knowledge of Water System operations, policies, and procedures.
- o Knowledge of county policies and procedures.
- o Knowledge of modern office practices and procedures.
- o Knowledge of the meter reading and billing system.

- o Knowledge of computers and job related software programs.
- o Skill in the development and management of annual budgets and audits.
- o Skill in oral and written communication.
- o Skill in planning and meeting deadlines.
- o Skill in coordinating agendas and meeting deadlines.

**SUPERVISORY CONTROLS:** The Water System Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include county ordinances, Water System policy, Department of Natural Resources regulations, county personnel policy, and the Open Records Act. These guidelines require judgment, selection, and interpretation in application.

**COMPLEXITY:** The work consists of varied management and supervisory duties. Dissatisfied customers contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to manage administrative functions for the Water System. Success in this position contributes to the efficiency of Water System operations.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, bank personnel, members of the Georgia Association of Water Professionals Customer Service Committee, representatives of other utility providers, elected and appointed officials, auditors, vendors, customers, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information; resolve problems; provide services; motivate and influence persons; or justify, defend, negotiate, or settle matters.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** This position has direct supervision over Water Billing Operations Supervisor (1), Customer Service Supervisor (1), and Water Meter Reading Supervisor (1).

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.